

The Business Value of Lumen IP Solutions

Interviewed organizations benefited from deploying Lumen DIA and Wavelengths to securely provide high-bandwidth connections that meet their complex operational needs. Through greater network performance, easier network management, reduced IT costs, and operational gains, IDC calculated that interviewed organizations achieved a total average annual benefit of **\$1.5 million per year**, resulting in a **three-year ROI of 229%**.

KEY RESULTS

↑ \$33,700
average annual benefit per
100 supported internal users

↑ 229%
three-year ROI

→ 9-month
payback period

NETWORK IT-RELATED BENEFITS

↑ 66% increase in
available bandwidth

↑ 19% more efficient network
administration and management
teams

↓ 24% less time required
for network performance
optimization

↓ 35% reduction in
network costs

↓ 41% fewer helpdesk tickets

CUSTOMER QUOTE, LEGAL SERVICES ORGANIZATION:

“Lumen IP Solutions have enabled my organization’s network management team to focus on other aspects of the company that are of interest, such as moving into ediscovery. Lumen has freed up time for my organization to focus on other activities like never before.”

NETWORK SECURITY AND PERFORMANCE-RELATED BENEFITS

↑ 6% more efficient network
security operations team

↓ 61% fewer instances of unplanned
network downtime per year

↑ 66% quicker unplanned
downtime resolution

CUSTOMER QUOTE, FINANCIAL SERVICES ORGANIZATION:

“Lumen IP Solutions have enabled my organization to meet business strategy by providing quicker turnaround on downtimes, more uptime, and better bandwidth. Our customers notice the difference.”

BUSINESS ENABLEMENT BENEFITS OF LUMEN SD-WAN

↑ 40% quicker application
performance

↑ 10% quicker business
transaction execution

↑ 8% higher end-user
productivity

CUSTOMER QUOTE, SOFTWARE ORGANIZATION:

“My organization is getting a better overall network with Lumen IP Solutions. This has increased the reliability and stability of our network for end users.”